

Little Traverse Bay Bands of Odawa Indians Job Posting

Job Title: Dental Office Assistant
Department: Health Department
Reports To: Dentist/Assistant Health Director
Status: Non-Exempt
Pay Range: \$11.85-\$16.03 / per hour
Level: 2
Opens: March 11, 2015
Closes: April 1, 2015

SUMMARY

Under the direction of the Dentist, support the LTBB Dental Clinic and assist the Dental Clinic in providing excellent customer service to dental patients. As the front person for the Dental Clinic, create a positive and supportive environment for patients.

PRIMARY DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Under supervision of Dentist:

- Provide excellent customer service to dental patients.
- Answer phones and greet patients as they arrive to appointments.
- Maintain dental charts accurately, in paper charts and in Dentrix software.
- Schedule dental appointments, provide patients with appointment reminder cards and reminder calls.
- Utilize Dentrix software to manage dental record keeping and coordinate billing with Billing Specialist.
- Monitor dental budget and provide updates and reports to the Dentist.
- Prepare patients for appointments / procedures
- Maintain inventory of supplies, and order supplies and materials as necessary.
- Run reports from Dentrix as requested to provide data for management.
- Assist patients with referrals to outside providers by scheduling appointments and working with Managed Care Team for payment approvals/denials.
- Fill in for Dental Assistant as necessary. Hand instruments and materials to dentist and keeps patient mouth clear by using suction or other devices.
- Sterilize and disinfects instruments and equipment.
- Prepare tray setups for dental procedures.
- Instruct patients on postoperative and general oral health care.
- Prepare materials for making impressions and restorations.
- Expose radiographs and process dental x-ray film as directed
- Other duties as assigned.

EDUCATION AND EXPERIENCE

High School diploma or equivalent and minimum one year experience working in a dental office.
Prefer candidate with coursework in medical field.

OTHER SKILLS AND ABILITIES

- Strong customer service ethic.
- Able to learn quickly and retain knowledge.
- Strong computer skills.
- Able to establish and maintain effective working relationships with patients, health staff, and the public
- Able to maintain quality control standards.
- Able to follow procedures and guidelines.
- Able to communicate effectively, both verbally and in writing.
- Able to work comfortably in surgical unit with exposure to bodily fluids including blood.
- Able to accept constructive feedback through learning process.
- Have proven record of reliability.

COMMENTS

Indian Preference will apply. Individual must pass a criminal background investigation.